Student Services Online

A Guide to the

Agent Application Centre

for International Student Recruitment Agents & Providers
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1 Introduction

This guide provides an introduction to The University of Auckland’s online application service for international student recruitment agents & providers. The Agent Application Centre is part of the University’s Student Services Online system.

The Agent Application Centre allows you to manage applicants’ applications including the following but not limited to:

- Adding new applicant
- Adding programmes to existing applicant
- Tracking applications status
- Withdrawing applications
- Uploading documents
2 Agent Registration (for new users only)

To register as an agent with the University of Auckland, please follow these steps:

1. Complete Agent Access Request form in Appendix One (page 13 of this guide).
2. Review the ICT Statute in Appendix Two (page 14 of this guide).
3. Have the Agent Access Request form signed by your manager/supervisor.
4. Email the completed Access Request form to int-marketing@auckland.ac.nz.
5. You will receive email confirmation from the International Office once your access has been set up.
6. Once registered,
   - Sign in to https://agent.apply.auckland.ac.nz.
   - Use your username and password sent to your email.
   - Complete ‘Your contact details’ section at the Agent Registration page.
7. Click ‘Next’ to continue.

Agent Registration

*Required fields

Your name

All applicants must provide verified evidence of their legal name, date of birth, and citizenship, such as a verified copy of their passport, birth certificate, marriage certificate, divorce certificate, certificate of citizenship, or change of name by deed poll.

Full legal name

*Important: Please ensure the name reflects the legal name on passport or birth certificate

Title
  * First name
  * Middle names
  * Last name

Preferred name

Use this section to indicate other names

Do you have a preferred name that is different from your full legal name?  [ ] Yes [ ] No

Do you have a previous or maiden name?  [ ] Yes [ ] No

Your contact details

* Contact phone

  + [ ] Country [ ] Area [ ] Number [ ] Ext

  New Zealand

  Address line 1
  Address line 2
  Address line 3
  Suburb
  * City / Town
  State
  Postcode

Your demographics

* Date of birth

  [ ] [ ] [ ] [ ] [ ] [ ]
3  Agent Application Centre

Registered agents can go to: https://agent.apply.auckland.ac.nz and sign in with username and password sent to your email. If you do not have access, please refer to page 3 of this guide under the Agent Registration section.

When you login:

- The Application Centre page will appear.
- It shows the first 100 applicants associated to your agency who have had applications submitted by your agency over the past two-and-a-half years.
- If the name of the applicant is not displayed on this page, start typing the name or part of the name in the ‘Search Applicants’ field.
- To view a summary page for an applicant, click on the applicant’s name.
4 Registering a new applicant

As a registered agent, you can create new applicants from the Application Centre. Click ‘Add New Applicant’.

Details that are compulsory for your applicant at registration are:

- Last name/ Family name
- Date of birth
- Email address

If the applicant email address exists in our system already an error message will advise you that the email address has already been used. A new, unique email address is required.

If you have a duplicate applicant email address, please first try to submit an alternative applicant email address.

If you do not have an alternative email address, please fill out an Agent Appointment form (see Appendices) and return to int-questions@auckland.ac.nz.

If you have none of the above issues, you may continue with the application.

- Click ‘Check for new’ to continue.

Note

Please capitalise Each Word when typing in applicants name:

Youlin Wang → Correct
YOULIN WANG or Youlin WANG or youlin wang → Incorrect
5 Entering an applicant’s personal details

Please select the appropriate title from the drop down menu:

At the Contact details section, the following details are required for your applicant:

- Phone number
- Mailing address
- Gender
- Date of birth
- Citizenship details (ie. Country of citizenship)
- New Zealand permanent residency status (yes or no)
- Ethnicity

The following details are optional:

- Iwi affiliations (applicable only for Maori/Pacifika students)
- Disability information
- IRD Number (this is a NZ code assigned for the purpose of paying income tax)

Steps:

1. Enter the applicant’s personal information.
2. Click ‘Next’ to continue.
3. If all required fields are completed, the Academic History page will appear.

Note

Any incomplete ‘required’ fields will be displayed in red (see sample on the next page). They will continue to display until you complete the field and click the ‘Next’ button. You can click the ‘Next’ button at any time to check which fields are still missing.

It is important to complete this page as incomplete registration will not be captured in our system. Once completed, you can choose to complete the Application for Admission (page 8) at a later stage. Please remember to click on the ‘Save and exit’ button before closing your window.
### Application for Admission

**Required fields**

- Please enter ethnicity
- Please enter a phone number
- Please enter gender
- Please enter permanent residency status
- Please enter citizenship details

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### Applicant Testing

All applicants must provide verified evidence of their legal name, date of birth, and citizenship, such as a verified copy of their passport, birth certificate, marriage certificate, divorce certificate, certificate of citizenship, or change of name by deed poll.

**Full legal name**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Lola</td>
</tr>
<tr>
<td>First name</td>
<td>Land</td>
</tr>
</tbody>
</table>

**Preferred name**

<table>
<thead>
<tr>
<th>Use this section to indicate other names</th>
</tr>
</thead>
</table>

- Does Applicant have a preferred name that is different from their full legal name? [ ] Yes [ ] No
- Does applicant have a previous or maiden name? [ ] Yes [ ] No

---

### Applicant Testing’s Contact Details

**Contact phone**

**Mailing address**

<table>
<thead>
<tr>
<th>Country</th>
<th>New Zealand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address line 1</td>
<td></td>
</tr>
<tr>
<td>Address line 2</td>
<td></td>
</tr>
<tr>
<td>Address line 3</td>
<td></td>
</tr>
<tr>
<td>Suburb</td>
<td></td>
</tr>
<tr>
<td>City / Town</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
</tbody>
</table>

**Home address**

<table>
<thead>
<tr>
<th>Same as Mailing address</th>
<th>Add new address</th>
</tr>
</thead>
</table>

---

### Applicant Testing’s Demographics

**Gender**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Please enter gender</th>
</tr>
</thead>
</table>

**Date of birth**

<table>
<thead>
<tr>
<th>Date of birth verification</th>
<th>Unverified</th>
</tr>
</thead>
</table>

**Citizenship**

<table>
<thead>
<tr>
<th>Residency verification</th>
<th>Unverified</th>
</tr>
</thead>
</table>

**Ethnicity**

<table>
<thead>
<tr>
<th>Please select...</th>
</tr>
</thead>
</table>

---

### Applicant Testing’s Disability Information

**Does Applicant live with the effects of a mental health condition, specific learning disability, long term medical condition, or other disability or impairment?** [ ] Yes [ ] No

**Does Applicant need some form of assistance from Disability Services?** [ ] Yes [ ] No

---

### Applicant Testing’s IRD Number

Please provide Applicant’s IRD number, if known.

| The IRD number is a NZ code assigned for the purpose of paying income tax |

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6 Entering an applicant’s academic history and uploading documents

- If you register the applicant through the Application Centre, you will be required to enter the applicant’s academic history (or you can click ‘Save and Exit’ to return to this section later).
- If the applicant has already self registered (see Section 8) you can review the applicant’s academic history to check it is up-to-date and accurate, and provide any missing information.

Application for Admission: Academic History

The academic history information collected on this page will help the University of Auckland determine whether or not you meet the University Entrance Standard and entry requirements for a specific programme.

**English language qualifications**

*What is your first language?*  
- [ ] Yes  
- [ ] No

**Secondary school history and qualifications**

*Was the last secondary school you attended in New Zealand?*  
- [ ] Yes  
- [ ] No

*In what country was this school located?*  
- [ ] - select -

*Name of school:*  
- [ ] - select -

*In what year did you last attend this school?*  
- [ ] - select -

*Please list ALL of the formal secondary school qualifications you have attempted, completed or are in the process of completing.*

<table>
<thead>
<tr>
<th>Year</th>
<th>Qualification Name</th>
<th>Country</th>
<th>NRIC / Candidate Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>OECD O levels</td>
<td>Singapore</td>
<td>[see note]</td>
</tr>
<tr>
<td>2012</td>
<td>OECD/CIE A-levels</td>
<td>Singapore</td>
<td>[see note]</td>
</tr>
</tbody>
</table>

*Foundation Level study*

*IMPORTANT: Generally Foundation and Certificate of University Preparation programmes, sometimes referred to as bridging programmes, are designed to help students achieve the academic preparation or background necessary to move into tertiary study. Some approved Foundation Programmes, when successfully completed, provide an alternative pathway to University Entrance. If you would like further details on which Foundation Programmes may be considered for University Entrance please call (09) 373 63 or email admissions@auckland.ac.nz for further details.

*Have you completed or are in the process of completing Foundation level study?*  
- [ ] Yes  
- [ ] No

*Tertiary study*

*Have you attended the University of Auckland?*  
- [ ] Yes  
- [ ] No

*Do you hold or have you partially completed a tertiary qualification from an institution other than the University of Auckland?*  
- [ ] Yes  
- [ ] No

*IMPORTANT: Your University of Auckland qualifications are kept on record so you are not required to enter them here. They will not be displayed in this application.*

*List of non-University of Auckland tertiary qualifications you have gained or attempted.*

*You must provide a certified copy of your official academic transcripts with subjects undertaken and results. Transcripts not in English must be accompanied by a certified English translation.*

Save and Exit
Steps:

1. Enter the required information for each academic level.
2. **For tertiary qualifications only** – for each qualification you add, you can upload the individual documents for that qualification i.e. transcript and completion evidence for an undergraduate degree. This can be submitted at the time of application. The upload limit is a 4mb document and PDF is the only file type accepted.

When you click the upload button, the following screen will appear.

Make sure to tick the "I confirm that I have uploaded the correct document button."

You are then able to edit/delete the qualification, including replacing the transcript.
Please note that once the application is submitted, you will no longer be able to replace the document or edit qualification details. Please ensure all details are correct at the “Review” page before you finally submit the application.

3. For secondary or foundation level qualifications – no upload button is available for these entrance qualifications. To upload these documents, please see the “Things you need to list” on page 12. An upload button for these documents will appear after a maximum of 24 hours.

4. Once all details have been entered satisfactorily, click the ‘Save and Exit’ button to return to the Applicant Summary page.

If you have reviewed previously saved academic history information and made no changes, the ‘Next’ button will be available. Click ‘Next’ to complete an application to a programme (degree, diploma or certificate).

Note

In the course of the application being assessed, Applications and Admissions will often require new information, i.e. a final transcript. You will be notified by email and also in the “Things you need to do” list. Please use the “Things you need to do list” to upload further documentation. The checklist status will be “Resubmit” and will have an upload button. Please see page 12.

7 Creating and submitting applications

After registering the applicant with the University of Auckland and completing the academic history section, you can now create an application for admission to one or more programmes (degrees, diplomas or certificates).

The pages you will use are identical to those provided to applicants. As you complete the online application, you will be notified if the applicant is not eligible for a programme due to their residency status or lack of prior tertiary study.

As an agent, you are required to confirm that you have written authority to act on behalf of the applicant. An application cannot be submitted unless this is confirmed.

You must use the official University of Auckland Authorisation form to obtain written
authority from the applicant. This authorisation form should be retained by your agency for a period of five years following completion of application.

See Appendix Three for a copy of this form.

### Agency/Provider/Partner Information

* Please indicate if your representative agency has written authority to act on behalf of this applicant.

### Applicant self-nomination of an agency/provider

Applicants can register themselves at [https://apply.auckland.ac.nz](https://apply.auckland.ac.nz)

- International applicants who self register and complete their own applications are prompted to select an agency from a list of approved agencies/providers.
- If they do so, the applicant is asked to confirm their selection.
- After the agency/provider has been confirmed by the applicant, the agency/provider is able to view the applicant’s academic history and programme applications.

### Agency/Provider/Partner Information

* Are you using the services of a recruitment agency or provider or applying through an exchange partner?

**Important:** Agencies and providers are official representatives for The University of Auckland. They may provide information, certification of documents and assistance with your application for admission. Exchange partners are overseas universities that The University of Auckland has an exchange agreement with.

* Agency/Provider/Partner name: - select -

### Relationship between applicant and agency automatically expires

After two-and-a-half years the relationship between the applicant and your agency will automatically expire in the Application Centre. This means that the applicant will no longer be visible on your Application Centre page. The relationship may be reinstated by the International Office.
Updating personal details

Applicants who self register cannot have their personal information updated by their representative agent/provider. If the applicant's personal information is incorrect:

- ask the applicant to update their own record (see Section 11 for login details) or
- contact The University of Auckland International Office.

Agents will not be able to select the 'View/Update Personal Details' button from the Applicant Summary Page.

Communications will be emailed to the agency/provider

Communications relating to applicants who self register and nominate an agency will be sent to the email address of the primary contact of the agency.

9 Checklists of things you need to do

After an application is submitted, Student Services Online will automatically assign checklists to the applicant (note there may be a delay as the system performs checks and updates information). The checklists are assigned according to your applicant’s residency status, academic history and programme selection.

- Some checklists can be completed by electronically uploading a document.
- Agents can upload documents relating to requests for information that needs to be verified (such as verified transcripts or personal information).
- Applicants cannot upload documents in support of requests for information that needs to be verified.
**Note**

In the course of the application being assessed, Applications and Admissions will often require new information, i.e. a final transcript. You will be notified by email and also in the "Things you need to do" list. Please use the "Things you need to do list" to upload further documentation. The checklist status will be "Resubmit" and will have an upload button.

## 10 Application status

The progress of individual applications may be tracked by clicking on the applicant’s name on the applicant list.

### Your applications

To apply for another programme select 'Apply for another programme'. For each programme that you submit an application to you may be required to provide additional information to assist in the selection process.

<table>
<thead>
<tr>
<th>Programme</th>
<th>Plan</th>
<th>Status</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master of Urban Design</td>
<td>Urban Design (Taught 120 Points)</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>

The application status for each application is given. Please see the below table for a description of each of the new statuses you will be able to view.

<table>
<thead>
<tr>
<th>Status number</th>
<th>Status name</th>
<th>Application status message</th>
<th>What this means for an agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Application submitted</td>
<td>Excellent, you’ve successfully submitted your application. We now need your admission documents. A list of the documents we need is in your acknowledgement email or in the Things you need to do section below.</td>
<td>The application has been successfully submitted</td>
</tr>
<tr>
<td>2</td>
<td>On hold – pending admission documents</td>
<td>We need you to upload admission documents before we can begin assessing your application. Please see your Things you need to do section below for what we'll need from you. If you have released your documents through My eQuals or CHESICCC please allow time for us to receive these.</td>
<td>The application has been submitted but documents are required to make an assessment. Please check the &quot;Things to do&quot; list</td>
</tr>
<tr>
<td>Step</td>
<td>Status and Notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>On hold – pending results</td>
<td>We are waiting for your results to be released to us. We expect to receive these on XX/XX/XX. This applies mainly to NZ high school, ACG or Taylors application. This means that assessment will only begin once the results are given directly to the University from the respective Examining bodies.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>On hold – pending completion of supplementary requirements</td>
<td>We need you to submit supplementary documents before we can continue to assess your application. A list of the supplementary requirements is in your acknowledgement email or in the Things you need to do section below. This means that some supplementary application material is needed before an application can be assessed. Please check the &quot;Things to do&quot; list.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Processing and assessing</td>
<td>Great, we’ve received everything we need and are assessing your application. You will receive an email within 10 working days with a decision on your application. Please be aware that during peak admission periods (October-February, June-July) it may take up to 3 weeks to process and assess your application. This means that all the materials required for assessment are present and the Admissions team or faculty is currently assessing the application.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Conditional offer</td>
<td>Congratulations, we have approved your application subject to some conditions! You now need to accept your offer and then meet the conditions specified below in the Things you need to do section. If you’ve changed your mind please decline the offer as soon as possible. This means the applicant has been given a conditional offer for the application. Please check the offer letter or &quot;Things to do&quot; list for a description of the conditions. Please encourage your applicant to accept their conditional offer at the earliest opportunity. Please note that agents are not able to accept offers and the applicant must log in with their login details that they were given when you first submitted the application.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Approved</td>
<td>Congratulations, we have approved your application! You now need to accept your offer. If you’ve changed your mind please decline the offer as soon as possible. This means that the applicant has received a firm offer for the application. Please encourage your applicant to accept their firm offer at the earliest opportunity. Please note that agents are not able to accept offers and the applicant must log in with their login details that they were given when you first submitted the application.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Declined</td>
<td>Unfortunately your application has been declined. If you have gained University Entrance then you may wish to consider [another programme at the University of Auckland]. If you have not attained University Entrance, you may wish to consider completing one of our [acceptable foundation programmes]. This means that the application has been declined.</td>
<td></td>
</tr>
</tbody>
</table>
Meet conditions

We are waiting for you to meet the conditions of your offer. This may mean we still need more admission documents from you or we are assessing the documentation you have provided. The conditions you need to meet are listed in the Things you need to do section below.

This means that there are still documents that need to be uploaded in order for the applicant to meet the conditions of the offer. Please refer to the "Things to do" list.

Conditions met

Fantastic! You’ve met the conditions of your offer. You now need to accept the offer before you can enrol. If you’ve changed your mind please decline the offer as soon as possible.

This means that the conditions of the offer have been met and if the applicant has accepted their conditional offer, a firm offer letter will be issued. If the applicant has not yet accepted their conditional offer, please ask them to log in to the application portal using the login they were given when you first submitted the application.

Enrol (before enrolment opening)

Fantastic, you have accepted your offer. Enrolment opens on XX/XX.

This means that the applicant still needs to enrol, but the enrolment period for their intake has not yet opened.

Enrol (after enrolment opening)

Fantastic, you have accepted your offer. You can now enrol in courses.

This means that the applicant still needs to enrol and that enrolments are open for their intake.

11 Accept, decline, withdraw and delete applications

- Agents may delete applications that have not been submitted.
- Agents may withdraw submitted applications.
- Agents may not accept or decline an offer of place in a programme made to an applicant.

Applicants may accept or decline an offer of place - agents are not able to accept or decline an offer of place for their applicants.

Applicants can accept or decline an offer of place by going to https://apply.auckland.ac.nz. Please ensure you communicate this URL to the applicant (it is also provided in the offer letters).

Note applicants will require login details to accept or decline their offer (see Section 11).

12 Login details for applicants

Login details are provided to applicants according to the way their applications were received and any agency requirements.

- If your applicant has self-registered then he/she will have login details already.
- If you have registered your applicant, login details will be sent to them once an application is submitted (unless your agency is approved to delay login details going out until after an offer is made).
- If your agency is set up to prevent offer letters going to their applicants, login details will be sent to your applicants 24-48 hours after an offer is made. This
allows you that time to advise your applicant of any offers in advance of any communications from the University.

If an applicant does not receive login details they can select ‘I forgot my password’ and use their email address to retrieve a temporary password.

13 Communications from the University
Agents receive all acknowledgement and offer letters for their applicants. These are usually copied to the applicant.

If your agency wishes to prevent these letters from going to the applicant then you must contact the International Office at int-marketing@auckland.ac.nz so that can be set up.

Communications relating to applicants who self register and nominate an agency will be sent to the email address of the primary contact of the agency.

14 If two agencies claim the same applicant
An applicant may only be linked to one agency at any given time. If two agencies lay claim to the same applicant the system will place a hold on the applicant. This means:

- Only the original agency will be able to see all of the applications associated to the applicant and action applications until the issue is resolved by the International Office.
- The last agency to lay claim to the applicant will not be able to view the applicant in the application Centre.
- To recognise the change of agent, the applicant needs to complete Form A – Change of agent form in Appendix four and email it to the International Office at int-marketing@auckland.ac.nz

Resolving to a single agency
When this hold is placed on an applicant, the International Office will contact the applicant to resolve the issue. The International Office will advise the respective agencies on who will gain complete control of the applicant’s applications. The agent whom the applicant wishes to cease relationship with, will no longer be able to view the applicant in their Application Centre page.

15 International Office contact details
International Marketing Team: int-marketing@auckland.ac.nz
16 Appendices

Copies of these forms are available by contacting int-marketing@auckland.ac.nz

Appendix One: Agent Access Form

Application to use Student Services Online (SSO)
For employees of International Student Recruitment Agencies/Partners

All Sections must be completed in full:

Sections 1 and 2: to be completed by Agent/Employee
Section 3: to be completed by Agency Owner/Director
Section 4: to be completed by the University of Auckland

1. Personal Identification completed by Agent/Employee

Last Name: ________________________________  First Name(s): ________________________________

Date of Birth: ________________________________  Gender:  □ Male  □ Female

Email address*: ______________________________________________________________

*Please note that each employee must have a UNIQUE email address

2. Personal Acknowledgement completed by Agent/Employee

I have read and understood the ICT Statute and the notices set out below governing the use of University computing facilities. I agree to abide by them and to accept liability for loss or damages suffered by the University as a result of my use of these services in breach of the ICT Statute and the notices set out below.

Name of Signatory (Please print): ______________________________________________________

Signed: ___________________________  Date: ___________________________

3. Agency Authorisation completed by Agency Owner/Director

I warrant that the employee is eligible to use the computer services as indicated. I agree that this Agency/Partner will be responsible for the appropriate use of this computer service, and accept liability for any damages or costs incurred through breaches of the ICT Statute and the notices set out below, governing the use of these services.

Agency: ______________________________________________________________

Name of Signatory (Please print): __________________________________________________

Signed: ___________________________  Date: ___________________________

4. Office Use Only completed by the University of Auckland

Please note this section is to be completed by The University of Auckland.

I warrant that this agent is approved to use the computer services as indicated.

Name of Signatory (Please print): __________________________________________________

Signed: ___________________________  Date: ___________________________
Appendix Two: ICT Statute

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) STATUTE 2007

University Statute

Pursuant to section 194 of the Education Act 1989 the Council of the University makes the following Statute:

1 This Statute may be cited as the ICT Statute 2007. The Statute comes into force on 1st January 2007.

2 In this Statute, unless the context otherwise requires:
   "ICT" means all information and communications technology hardware and software, data and associated methodologies, infrastructure and devices that are:
   a controlled or operated by the University
   b connected to the University network
   c used at or for University activities
   d brought onto a University site.
   ICT includes but is not limited to; computers (such as desktops, laptops, PDAs), computer systems, storage devices (such as USB and flash memory devices, CDs, DVDs, floppy disks, iPods, MP3 players), cameras (such as video, digital, webcams), all types of mobile phones, video and audio players/receivers (such as portable CD and DVD players), telecommunication equipment, networks, databases and any other similar technologies as they come into use.
   "Director" means the Director Information Technology Services, or Chief Technology Officer, or Faculty IT Managers, or Departmental IT Managers acting as delegated representatives of the Director.
   "Authorised Person" means a member of the University staff.
   "User" means anyone who operates or interfaces with ICT. It includes University staff, officers and students (whether permanent, temporary or part-time), honorary staff, contractors, sub-contractors, consultants, business partners or official visitors or any other member of the University.
   "IT Policy" means a rule as defined in the Disciplinary Statute 1998.

3 University ICT is provided for educational purposes. Consistent with this purpose, the University has the right to inspect and monitor ICT, including;
   • where there are reasonable grounds to suspect there may be violation of any University policy or statute or New Zealand law;
   • for systems maintenance, problem resolution and capacity planning purposes or for similar reasons related to security, performance or availability.
   The University may be required to disclose information and data held on University ICT in accordance with University policies and procedures or legislative requirements.

4 A User shall use ICT subject to the terms and conditions as described in this statute, the ICT Acceptable Use Policy and all other relevant IT Policy.
Appendix Two: ICT Statute (page 2)

5 A User shall not intentionally impede the activities of the University nor without authority of the Director or the consent of an Authorised Person:
   a gain access or attempt to gain access to ICT
   or
   b make unreasonable use of ICT for their personal purposes
   or
   c use ICT in a way that is inconsistent with their conditions of enrolment or conditions of employment
   or
   d obtain or attempt to obtain from ICT any information which they have not been authorised to access
   or
   e use ICT to make unauthorised use of any other system, whether in the University or outside it
   or
   f wilfully prevent or interfere with the operation or activity of any other authorised user of ICT or of any other system, whether in the University or outside it
   or
   g use or attempt to use ICT so as to cause costs to be incurred;
      (i) by the University
      or
      (ii) by any person or organisation other than the University, without the consent of that other person or organisation.
   h communicate information purporting to represent the views of the University.

6 A User shall not use ICT in contravention of New Zealand law, including using ICT to store, display or communicate through computer networks, any work or publication, including files containing any text, image, sound or multimedia, that:
   a is defined as "objectionable" in the Films, Videos and Publications Classification Act 1993
   b is deceptive or misleading
   c is abusive or defamatory; threatens the safety of any person, or causes racial disharmony, sexual harassment or racial harassment in terms of the Human Rights Act 1993
   d contravenes the rights of any person under the Privacy Act 1993
   e reproduces all or part of any work in breach of the Copyright Act 1994 or the Trade Marks Act 2002
   f has been composed knowingly so as to appear to have been produced and/or communicated by another person or entity
   g knowingly misquotes, abridges or alters the publication of any other person so as to alter the meaning of that publication without either the prior approval of that person or a clear statement as to the identity of the author of the altered publication
   h copies or closely paraphrases someone else’s writings (including textbooks and assignments written by other students) without an explicit indication of the source of the material.

7 A breach of clause 4, 5 or 6 of this Statute shall constitute a breach of the Disciplinary Statute 1998. If such a breach is harmful to the safety of a User, or poses a significant threat to the University, it may be referred to a law enforcement agency.
Appendix Two: ICT Statute (page 3)

8 Where in the opinion of the Director the continued use of ICT by a User is likely to expose the University to significant risk, or contravenes this statute or threatens the health or safety of another individual or organisation, the Director may exclude the User believed to be in breach of a provision of clause 4, 5 or 6 from the use of ICT for a specified period. The Director shall, as soon as reasonably possible, report the exclusion and the reasons for the exclusion to the Vice-Chancellor or to any person the Vice-Chancellor has nominated to receive such a report. On receiving such a report the Vice-Chancellor (or the nominee of the Vice-Chancellor) will deal with the breach;

- in the case of a User who is a student, under the provisions of University Statutes and Regulations
- in the case of a User who is a member of staff, according to the provisions of employment law and the relevant employment agreement
- in the case of a contractor engaged by the University to undertake specified tasks, in accordance with the provisions of the relevant contract
- in the case of a User who may fall into more than one of the above categories, by a process determined by the Vice-Chancellor, or the nominee of the Vice-Chancellor, and which takes into account the circumstances of the particular breach.

9 In addition to the penalties that may be imposed on a student under the Disciplinary Statute 1998 the Discipline Committee may:

(i) impose conditions on access to ICT by a student User found to have breached a provision of clauses 4, 5 or 6 and
(ii) require any such student User to make restitution for any loss or damage for improper use of ICT.

A student subject to a penalty may appeal the penalty or the decision or both as set out in the provisions of Clause 11 of the Disciplinary Statute. Such an appeal must be made in writing to the Registrar within 14 days of the penalty having been imposed. The appeal will be heard by the Council’s Appeals Committee.

#Note that minor student infringements of IT Policy may be dealt with under the provisions of the “Guidelines for dealing with minor student infringements of IT policies, regulations and statutes”.

10 The Computer System Statute 2000 is hereby repealed.

11 DOCUMENT MANAGEMENT AND CONTROL

Prepared by: DVC Academic
Owned by: Council
Approved by: -
Date approved: Annually – June
Review date: Annualy – June
Past review dates:
Amendment dates:
Appendix Three: Student Authorisation Form

ACCESS TO INFORMATION HELD BY THE UNIVERSITY OF AUCKLAND STUDENT SERVICES ONLINE

AUTHORISATION FORM

The University of Auckland ("University") has an online tool called Student Services Online ("SSO") which is accessed through the online student management system. SSO enables agencies that are acting on behalf of students to access information for the purpose of advising, submitting and tracking the progress of student applications.

The University requires that this written authorisation is completed and signed by the student before an agency can act on their behalf and access the student’s applications on SSO.

Agency Details

Name of agency: ____________________________

Student Details

Name: ____________________________
Date of Birth: ____________________________
Email address: ____________________________

Authorisation

I, the Student, authorise the above Agency and any designated employees acting on their behalf to access any enrolment applications made by me or on behalf of me to the University ("my Application") through SSO.

I understand that access by the Agency to my Application will be solely for the purpose of advising, submitting and tracking progress of my Application to the University and the Agency will not disclose any information in my Application to another person without my written permission.

I confirm to the University of Auckland that I will allow the Agency to act on my behalf through SSO for a period of two years and six months from the date of the signing of this consent. I understand that I may withdraw consent to the Agent having access to my Application(s) at any time by notifying the Agent or the University in writing.

Signed: ____________________________

Date: ____________________________
Appendix Four: Form A – Change of Agent Form

Form A: Change of Agent Form

This form is to be completed when a student who uses services from an agency wishes to change that to another agency service provider.

Please return this form to International Marketing once completed
Email: int-marketing@auckland.ac.nz

STEP ONE: To be completed by student

Date: ___________________________  Student ID: ___________________________

Student's Name: ___________________________

Email: ___________________________

Current Registered Agent: ___________________________

I ___________________________ certify that I have informed my current agency service provider that I wish to end my relationship with them.

STEP TWO: To be completed by CURRENT agency service provider

On behalf of my agency, I confirm the student named above has ended his/her relationship with our agency.

Agency Name: ___________________________

Signature (Please affix company stamp): ___________________________  Date: ____________

Name of agent: ___________________________  Agent Email: ___________________________

STEP THREE: To be completed by NEW agency service provider

On behalf of my agency, I confirm that the student named above has entered a relationship with our agency.

Agency Name: ___________________________

Signature (Please affix company stamp): ___________________________  Date: ____________

Name of agent: ___________________________  Agent Email: ___________________________

STEP FOUR: To be completed by student to the best of his/her ability

Why have you decided to change agents?

______________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________

What services does this agency provide?

______________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________________

Signature (Student): ___________________________  Date: ____________

For staff use only

Date received: ___________________________

Date actioned: ___________________________

Actioned by: ___________________________